

# ILLINOIS

## Consumer Sentinel Complaint Statistics and Trends

*January 1 - December 31, 2002*

**Total Number of Fraud and Identity Theft Complaints from Illinois Consumers = 14,777**



**Fraud Complaints from Illinois Consumers = 7,303**

### *Top Fraud Complaint Categories for Illinois Consumers*

Rank	Top Categories	Complaints	Percentage <sup>1</sup>
1	Internet Auctions	1,972	27%
2	Internet Services and Computer Complaints	820	11%
3	Shop-at-Home/Catalog Sales	675	9%
4	Advance-Fee Loans and Credit Protection/Repair	654	9%
5	Prizes/Sweepstakes and Lotteries	538	7%

<sup>1</sup>Percentages are based on the total number of fraud complaints from Illinois consumers (7,303).

### *Amount Paid Reported by Illinois Consumers*

Total No. of Complaints	Total Amount Paid Reported	Total Complaints Reporting Amt Pd	Percentage of Complaints Reporting Amount Paid	Average Amount Paid <sup>2</sup>
7,303	\$6,775,802	6,073	83%	\$1,116

<sup>2</sup>Average amount paid is based on the total number of fraud complaints where amount paid was reported by Illinois consumers (6,073).

### *Top Illinois Consumer Locations for Fraud Complaints*

Consumer City	No. of Complaints
Chicago	1,513
Rockford	118
Naperville	112
Peoria	102
Springfield	100



**Identity Theft Complaints from Illinois Victims = 7,474**

### *Identity Theft Types Reported by Illinois Victims*

Rank	Identity Theft Type	No. of Victims	Percentage <sup>1</sup>
1	Credit Card Fraud	3,129	42%
2	Phone or Utilities Fraud	1,929	26%
3	Bank Fraud	1,099	15%
4	Employment-Related Fraud	752	10%
5	Government Documents or Benefits Fraud	626	8%
6	Loan Fraud	478	6%
	Other	1,095	15%
	Attempted Identity Theft	586	8%

<sup>1</sup>Percentages are based on the 7,474 victims reporting from Illinois. Percentages add to more than 100 because approximately 24% of victims from Illinois reported experiencing more than one type of identity theft.

### *Top Illinois Identity Theft Victim Locations*

Victim City	No. of Victims
Chicago	2,730
Rockford	105
Aurora	102
Naperville	70
Joliet	69